



Frontline

IT Consultancy

M365 and Co-pilot Productivity

Frontline Consultancy and Business Services Ltd delivers a fully G-Cloud aligned Microsoft 365 and Copilot productivity suite offering, ensuring secure, compliant, and value-driven digital collaboration for UK public sector organisations. Our services integrate managed licensing, expert support, data protection, endpoint management, and ongoing configuration alignment backed by Microsoft's powerful cloud platform and Alenhanced Copilot tools.

Core Service Components - M365 Basic, Standard, and Premium Support

Tiered reactive support aligned with respective license levels, offering:

- Predictable costs and reduced IT overhead.
- Expert assistance with applications, cloud services, license moves/adds/changes via Frontline portal.
- For Premium: extended coverage across security features and compliance integrations.

Managed M365 Backup:

Automated, encrypted backups for Exchange, OneDrive, SharePoint, and Teams. Features include:

- 128-bit SSL in transit, 256-bit AES at rest.
- Granular restore capabilities and retention alignment, mitigating data loss and ransomware risks.
- Central management via Frontline portal.

M365 Managed Desktop:

Proactive endpoint oversight for Windows devices:

- Remote administration, security updates, standardised policies.
- Hardware/software inventory reporting and compliance management.
- Predictable service costs, reducing endpoint support burden.

M365 Align:

Annual & on-demand reviews of M365 tenant configurations (Entra, Intune, Defender, Teams, Exchange, SharePoint) aligned to CIS benchmarks.

- Implements remediation controls, monitors configuration drift, and delivers audit-ready reports.
- Ensures ongoing compliance with security best practice.

GCloud Compliance & Public Sector Benefits:

- **Security & Governance:** Bundles include baseline security per Microsoft standards; Premium tiers add Intune, Azure Information Protection, conditional access, and endpoint protection via Defender.
- **Accountability & Transparency:** All service levels incorporate SLAs, ticket tracking, usage reporting, and audit-ready documentation through the Frontline portal.
- **Value for Money:** Clear pricing tiers, managed bundles, and consolidation under one provider meet GCloud's guidelines for cost transparency and efficiency.
- **Business Continuity:** Integrated backup/recovery for M365 data and proactive endpoint monitoring minimise disruption and ensure rapid recovery from incidents.
- **Continuous Improvement:** Annual security reviews and real-time alignment monitoring support sustained compliance and evolving threat responses.

This cohesive productivity suite ensures that public sector organisations can confidently adopt Microsoft 365 and Copilot meeting G-Cloud 15 standards while optimising security, compliance, and operational value.

Managed Microsoft 365 Bundles:

Our M365 offerings can also be bundled together to create even better value for money. All bundles include appropriate M365 licenses, CodeTwo email signature management, mailbox and OneDrive backup, and access to Frontline's Managed M365 Desktop service:

- **Business Basic: Core cloud services – Teams, Exchange, OneDrive, SharePoint.**
- **Business Standard: Adds desktop apps (Outlook, Word, Excel, PowerPoint, Publisher, Access).**
- **Business Premium: Full desktop suite plus advanced security tools Intune, Azure Information Protection, Azure AD Premium, Windows Virtual Desktop.**



M365 Managed Desktop Modern Endpoint Management Made Simple

Why Frontline?



Frontline provides expert management and monitoring of your desktop estate, ensuring security, efficiency, and compliance.

What is M365 Managed Desktop?

What is M365 Managed Desktop? Managing a desktop estate without the correct skills and tools can be a never-ending task. As are the risks associated with the combinations of vulnerabilities caused by a poorly managed desktop estate. Your desktop estate is at the forefront of your business and needs to run at maximum efficiency so that your business can too. By utilising state of the art monitoring tools, and a skilled team of technicians, Frontline can provide a service that keeps your desktop estate at peak performance, running efficiently and securely. The Frontline M365 Managed Desktop service provides proactive management & technical support for your desktop endpoints. Those endpoints receiving the service are managed with standard operating processes, tools, and policies. Remote administration tools are used to minimise interruptions and provide a faster service to the endpoint user.



Why Choose M365 Managed Desktop?



Software Inventory Reporting.

Maximum efficiency –
Remote Monitoring and Monitoring
Tools.

Security focused.

Frontline Customer Portal.

Simple and Cost Effective.

Pain Points vs Solutions

Pain Point	What Users Experience	How M365 Managed Desktop Solves It
Unmanaged desktops	Frequent issues and downtime	Proactive management and monitoring
Security risks	Vulnerabilities and compliance gaps	Regular updates and security controls
High IT overhead	Internal team burdened with maintenance	Frontline experts handle day-to-day tasks

Optional Add-Ons-
Additional services can be provided upon request, such as enhanced reporting or extended support.



**£15 per
month/per user.**

Please note prices quoted are based on Microsoft Business Pay As You Go rates. Additional savings against these values can be delivered through longer term commitments or specific licencing models such as Education or Public Sector depending upon eligibility.



M365 Align – Modern Microsoft 365 Security Alignment Made Simple.

Why Frontline?



Frontline combines deep Microsoft expertise with a collaborative approach, ensuring compliance, resilience, and customer trust.

What is M365 Align?

Frontline's M365 Align service ensures your Microsoft 365 tenant remains aligned with the latest security best practices. Each year, we perform a comprehensive review of your environment against current industry benchmarks, identifying and remediating misconfigurations and policy gaps. The service delivers baseline security settings based on the Centre for Internet Security (CIS) guidelines, providing strong protection for systems and services while remaining practical and minimally disruptive to performance or usability.



Why Choose M365 Align?



Simple and Cost Effective:
Annual review and remediation at a predictable cost.

Continuous Improvement:
Keeps your environment aligned with evolving best practices year after year.

Comprehensive Security Alignment:
Implements controls aligned to CIS M365 Foundations Benchmark and CIS Microsoft Intune for Windows 11 Benchmark.

Customer Portal Access:
Fast and easy ticket management through the Frontline Customer Portal

Detailed Reporting:
Provides pre- and post-assessment reports and troubleshooting of configuration drift.

Pain Point	What Users Experience	How M365 Align Solves It
Misaligned security settings	Exposure to unnecessary risks and compliance gaps.	Annual review and remediation aligned to CIS benchmarks.
Configuration drift over time	Gradual weakening of security posture.	Detailed reporting and troubleshooting to maintain alignment.
Complexity of best practices	Difficulty keeping up with evolving standards.	Expert guidance and implementation based on CIS guidelines.
Limited visibility	Uncertainty about current security status.	Pre- and post-assessment reports provide clear visibility.

Optional Add-Ons:

Additional configuration reviews or remediation services can be arranged as needed.



£160 per month –
12-month minimum term.



Managed M365 Backup – Modern Backup Made Simple

Why Frontline?



Frontline delivers reliable managed services backed by expert teams and advanced technology, ensuring your data is secure and recoverable when you need it most.

What is Managed M365 Backup?

This service provides an automated backup of M365 data specifically Exchange, OneDrive, SharePoint, and Teams data. Flexible restores allow the data to be recovered quickly, while retaining file and folder structures in M365.



Why Choose Managed M365 Backup?



Simple and Cost Effective –
Reduce management overheads with a standardised managed service.

Focus on Business –
Free your internal team to focus on core business activities.

Expert Management –
A team of experts using state-of-the-art tools to manage your M365 backup estate.

Predictable Costs –
Simple cost-effective per user licensing model.

Pain Points vs Managed M365 Backup Solutions

Pain Point	What Users Experience	How Managed M365 Backup Solves It
Data Loss	Accidental or malicious deletion of files	Automated backups and quick restores
Compliance Risk	Inadequate retention policies	Secure, encrypted backups meeting compliance needs
Operational Overhead	Manual backup management is time-consuming	Fully managed service reduces overhead

Optional Add-Ons:

Additional premium options can be discussed during onboarding.



£4.00 per month/per user.



M365 Premium Support – Modern Microsoft 365 Support Made Simple

Why Frontline?



Frontline combines industry expertise with a customer-first approach, ensuring reliable and efficient support for your Microsoft 365 environment.

What is M365 Premium Support?

Microsoft 365 (M365) Premium Support is a more feature-rich level of reactive support tailored for businesses utilising the M365 Business Premium license model. This premium support tier offers a wider range of supported products and services within the M365 Premium suite of services which includes best-in-class M365 applications, powerful cloud services and comprehensive security solutions.



Why Choose M365 Premium Support?



Focus on Your Business –
Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming M365 issues and maintenance.

Expert Management –
Allow a team of experts, enabled with state-of-the-art tools and technology, to efficiently manage your M365 tenant.

Simple and Cost Effective –
Reduce the excessive management overheads associated with day-to-day IT provision, by incorporating a standardised and predictable cost model for M365 support.

Pain Points vs Solutions

Pain Point	What Users Experience	How M365 Premium Solves It
Complex License Management	Difficulty managing moves, adds, and changes of licenses	Includes license management within the M365 portal
High Support Overheads	Time-consuming troubleshooting and maintenance	Expert team handles issues efficiently
Limited Visibility	Uncertainty about support status	Frontline Customer Portal for easy ticket tracking

Optional Add-Ons -
Additional premium support options
available upon request.



**£38.00 per month/per user
(including user licence).**

**Please note prices quoted are based on
Microsoft Business Pay As You Go rates.**

**Additional savings against these values
can be delivered through longer term
commitments or specific licencing
models such as Education or Public
Sector depending upon eligibility.**



**M365 Standard Support –
Modern Microsoft 365 Support Made Simple**

Why Frontline?



Frontline combines expertise, advanced tools, and a customer-first approach to deliver reliable, efficient, and secure Microsoft 365 support.

What is M365 Standard Support?

Microsoft 365 (M365) Standard support is a mid-level reactive support package tailored businesses utilising the M365 Standard license model.

This standard support tier offers a range of supported products and services within the M365 Standard suite of licenses which includes support for best-in-class M365 applications and cloud services.



Why Choose M365 Standard Support?



Simple and Cost Effective –
Reduce the excessive management overheads associated with day-to-day IT provision, by incorporating a standardised and predictable cost model for M365 support.

Focus on Your Business –
Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time consuming M365 issues and maintenance.

Expert Management –
Allow a team of experts, enabled with state-of-the-art tools and technology, to efficiently manage your M365 tenant.

Frontline Customer Portal –
Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Desktop service.

License Management –
Includes the management of moves, adds or changes of licenses within the M365 portal.

Pain Points vs Solutions

Pain Point	What Users Experience	How M365 Standard Support Solves It
Complex M365 Management	Difficulty managing licenses and configurations	Provides expert management and license administration
High IT Overheads	Excessive time and cost spent on routine tasks	Standardised cost model and efficient support
Limited Visibility	Uncertainty about service status and issue resolution	Customer portal for ticket tracking and updates

Optional Add-Ons-
Additional premium options available upon request.



£28.00 per month/per user (including user license).

Please note prices quoted are based on Microsoft Business Pay As You Go rates.

Additional savings against these values can be delivered through longer term commitments or specific licencing models such as Education or Public Sector depending upon eligibility.



M365 Basic Support – Modern IT Support Made Simple

Why Frontline?



Frontline combines industry expertise with advanced tools to deliver reliable, secure, and efficient IT support services. Our focus is on helping your business thrive by reducing IT complexity and ensuring smooth operations.

What is M365 Basic Support?

Microsoft 365 (M365) Basic support is an entry-level reactive support package tailored to businesses utilising the M365 Basic license model. This basic support tier offers a range of supported products and services within the M365 basic license which includes support for M365 Cloud applications and services.



Why Choose M365 Basic Support?



Simple and Cost Effective –
Reduce the excessive management overheads associated with day-to-day IT provision, by incorporating a standardised and predictable cost model for M365 support.

Expert Management –
Allow a team of experts, enabled with state-of-the-art tools and technology, to efficiently manage your M365 environment as well as the associated M365 cloud applications supplied with your M365 Basic license.

Focus on Your Business –
Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming M365 issues.

Frontline Customer Portal –
Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Desktop service. This means less service desk calls, and better overall quality of service for all Frontline customers.

License Management –
Includes the management of moves, adds or changes of licenses within the M365 portal.

Pain Points vs Solutions

Pain Point	What Users Experience	How M365 Basic Solves It
Complex IT issues	Users struggle with resolving M365 problems	Expert team handles issues efficiently
License confusion	Difficulty managing licenses	Streamlined license management included
High support costs	Unpredictable expenses	Predictable cost model for support

Optional Add-Ons-

Additional premium options can be discussed based on your business needs.



£20.00 per month/per user (including user license).

Please note prices quoted are based on Microsoft Business Pay As You Go rates.

Additional savings against these values can be delivered through longer term commitments or specific licencing models such as Education or Public Sector depending upon eligibility.



Microsoft Copilot – Modern AI Productivity Made Simple

Why Frontline?



Frontline is a trusted partner to public sector organisations, delivering secure, reliable, and innovative technology solutions that help teams work smarter and serve citizens more effectively. We combine deep expertise in Microsoft technologies with a proven track record of successful digital transformation. With Frontline, you gain more than just access to advanced tools like Copilot, you gain a committed partner focused on your outcomes. Our team ensures seamless deployment, robust governance, hands-on support, and ongoing optimisation, helping you unlock the full value of AI within a compliant and secure environment.

What is Microsoft Copilot?

Microsoft Copilot is an advanced AI assistant designed to empower public sector organisations by streamlining daily tasks, enhancing productivity, and supporting informed decision-making. Copilot integrates seamlessly with Microsoft M365 and D365 ecosystems, providing real-time assistance, automating routine work, and enabling staff to focus on what matters most serving the public.



Why Choose Microsoft Copilot?



Trusted Security & Compliance:
Copilot is built on Microsoft's secure cloud infrastructure, ensuring data privacy and compliance with public sector regulations.

Enhanced Productivity:
Automates repetitive tasks, drafts documents, summarises meetings, and manages emails, freeing up valuable time for frontline services.

Seamless Integration:
Works natively with Microsoft 365 apps like Word, Excel, Outlook, and Teams, so staff can leverage AI without changing how they work.

Accessibility & Inclusion:
Supports diverse teams with accessibility features, language translation, and adaptive interfaces.

Scalable & Future-Ready:
Easily adapts to organisations of any size, with ongoing updates and support from Microsoft.

Pain Points vs Solutions

Pain Point	What Users Experience	How Copilot Solves It
Manual, repetitive tasks	Staff spend hours on admin work	Automates routine tasks, saving time
Information overload	Difficulty finding relevant data	Summarises, searches, and organises
Limited collaboration	Teams struggle to share knowledge	Facilitates real-time collaboration
Accessibility challenges	Not all staff can access digital tools	Inclusive, adaptive AI assistance

Optional Add-Ons-

- Advanced analytics and reporting.
- Custom AI workflows for specific departments.
- Integration with third-party public sector solutions.
- Dedicated onboarding and training packages.
- User training to encourage adoption and return on investment.



**Microsoft Business Co-Pilot
for M365 - £16.99 per
month/per user.**

**Microsoft Co-Pilot for M365 -
£24.24 per month/per user.**

Please note prices quoted are based on Microsoft Business Pay As You Go rates.

Additional savings against these values can be delivered through longer term commitments or specific licencing models such as Education or Public Sector depending upon eligibility.

Support Cost Calculation Approach

Our support pricing model is designed to be transparent, fair, and aligned with the specific needs of the procuring entity. The total cost of support will be calculated based on the projected time required, which is determined through a collaborative assessment during the onboarding or procurement phase. This projection will consider the following key factors:

Benefits of This Approach

Transparency:

Customers have full visibility into how costs are derived.

Flexibility:

Pricing scales with actual support requirements, avoiding unnecessary overhead.

Compliance:

Aligns with G-Cloud principles and SFIA framework standards.

Complexity of the Delivered Solution-

The level of technical complexity, including:

Integration with existing systems

Custom configurations or bespoke development

Security and compliance requirements

Higher complexity typically requires more specialised resources and extended support coverage.

Hours of Operation -

Support costs will reflect the agreed service window:

Standard Business Hours (e.g., 09:00–17:00, Monday–Friday)

Extended Hours or 24/7 coverage, if required

This ensures flexibility for customers who need critical support outside normal operating hours.

Commercial Model -

All pricing will be based on the submitted SFIA rate card, ensuring:

Full compliance with G-Cloud pricing transparency requirements

Clear linkage between resource roles, skill levels, and associated costs

Rates are applied to the projected time for each role involved in delivering support.

Methodology for Cost Estimation-

Initial Assessment

We work with the customer to understand the solution architecture, operational requirements, and anticipated support needs.

Time Projection

Using the complexity and operational factors, we estimate the number of hours required for each SFIA role.

Cost Calculation

The projected hours are multiplied by the corresponding SFIA rate, producing a clear and auditable cost breakdown.



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